Office of Health Care Assurance

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State Licensing Section

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

Facility's Name: Huapala Senior Care D, LLC	CHAPTER 100.1
Address: 2649 D Huapala Street, Honolulu, Hawaii 96822	Inspection Date: May 20-21, 2019 Annual

THIS PAGE MUST BE SUBMITTED WITH YOUR PLAN OF CORRECTION. IF IT IS NOT, YOUR PLAN OF CORRECTION WILL BE RETURNED TO YOU, UNREVIEWED.

RECEIVED WITHIN TEN (10) DAYS, YOUR STATEMENT OF DEFICIENCIES WILL BE POSTED ONLINE, YOUR PLAN OF CORRECTION MUST BE SUBMITTED WITHIN TEN (10) WORKING DAYS. IF IT IS NOT WITHOUT YOUR RESPONSE.

	FINDINGS Resident #3 — No documented evidence of inventory of personal items on admission.	\$11-100.1-10 Admission policies. (g) An inventory of all personal items brought into the Type I ARCH by the resident shall be maintained.	RULES (CRITERIA)
Reviewed "MSC Nurse Admission Checklist" (which lists the necessary items that need to be completed during the admission process) with the house nurses. There is a check box included for "Inventory." The admitting nurse is instructed to have the resident's responsible party complete the "Personal Belongings Checklist" for newly admitted residents. The admitting nurse to double check that it has been completed on the day of admission. DON to confirm that the checklist has been completed.	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	PART 2 <u>FUTURE PLAN</u>	PLAN OF CORRECTION
5/21/19 and ongoing.			Completion Date

EINDINGS Lunch meal included chicken salad sandwich, sweet potato salad, and fruit cup, however portion sizes were varied among the residents for the sweet potato salad, as standardized serving utensils were not used.	§11-100.1-13 Nutrition. (b) Menus shall be written at least one week in advance, revised periodically, dated, and followed. If cycle menus are used, there shall be a minimum of four weekly menus.	RULES (CRITERIA)
after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	Correcting the deficiency	PLAN OF CORRECTION
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	Portion-controlled utensils ar readily available. The house supervisor to inform the Facilities Director if they need to purchase portion-controlled utensils.		
2	The DONs will review the "Portion Control Guide" per the Dietary Binder (Section 7.2) with the house supervisors.		
ongome.	Nurses Aides. DONs will routinely observe random meal service times during house visits (at least 2-3 times/ week) to ensure the use of portion-controlled utensils.		
5/21/19 and	House RN on-duty will observe meal times daily and ensure the use of portion-controlled utensils by the		
	IT DOESN'T HAPPEN AGAIN?	salad, and fruit cup, however portion sizes were varied among the residents for the sweet potato salad, as standardized serving utensils were not used.	
	USE THIS SPACE TO EXPLAIN YOUR FUTURE	FINDINGS Lunch meal included chicken salad sandwich sweet notato	
	FUTURE PLAN	periodically, dated, and followed. If cycle menus are used, there shall be a minimum of four weekly menus.	
	PART 2	\(\) \ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	
Completion Date	PLAN OF CORRECTION	RULES (CRITERIA)	
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	FINDINGS Resident #1 – Physician ordered "Tolnaftate 1% solution, apply to affected area 2 times/day, BID to toenails" on 5/18/2018. Medication without medication label.	primary care giver or any ARCH/Expanded ARCH staff, and pills/medications are not removed from the original labeled container, other than for administration of medications. The storage shall be in a staff controlled work cabinet-counter apart from either resident's bathrooms or	\(\) \(\	RULES (CRITERIA)
	White sticker/label placed immediately on 5/20/19 with the resident's name, order date of medication, instructions, and the ordering physician's name. Nurse partner checked label for accuracy.	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	PART 1 DID YOU CORRECT THE DEFICIENCY?	PLAN OF CORRECTION
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	DON will check medication bins weekly to endure that over the counter medications are labeled per policy.	
	 The Nurse Partner in the home should verify accuracy of the label anytime it is initially placed or changed. When a new medication order is obtained for "over the counter medications," a new handwritten label with the appropriate information can be placed over the original label. 	
S. S.	(resident name, order date, instructions, ordering physician's name) which can be handwritten by the nurse.	
ongoing.	The medication labeling process will be reinforced by the DON during new hire nurse training and orientation (during the medication modules). Per "Medication Administration" Policy Section V. (Medication Labeling - Over the Counter Medications):	FINDINGS Resident #1 — Physician ordered "Tolnaftate 1% solution, apply to affected area 2 times/day, BID to toenails" on 5/18/2018. Medication without medication label.
	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	and pills/medications are not removed from the original labeled container, other than for administration of medications. The storage shall be in a staff controlled work cabinet-counter apart from either resident's bathrooms or bedrooms.
	PART 2 FUTURE PLAN	All medicines prescribed by physicians and dispensed by pharmacists shall be deemed properly labeled so long as no changes to the label have been made by the licensee,
Completion Date	PLAN OF CORRECTION	RULES (CRITERIA)

	All medicines prescribed by physicians and dispensed by pharmacists shall be deemed properly labeled so long as no changes to the label have been made by the licensee, primary care giver or any ARCH/Expanded ARCH staff, and pills/medications are not removed from the original labeled container, other than for administration of medications. The storage shall be in a staff controlled work cabinet-counter apart from either resident's bathrooms or bedrooms. FINDINGS Resident #2 – Physician ordered "Tylenol 325mg 2 tabs PO q6 hours PRN for pain or fever, NTE 3Gms/24 hours," on 3/20/2019. Medication label stated "Acetaminophen 325mg tab, 2 tabs PO q6 hours scheduled & 2 tab PO q6 hours PRN for fever or pain. Max 3gms Tylenol/day." Physician order and medication label does not match.	RULES (CRITERIA)
	DID YOU CORRECT THE DEFICIENCY? USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY New white sticker/label placed immediately on 5/21/19 with correct physician's order. Nurse partner checked label for accuracy and that it matched the physician's order.	PLAN OF CORRECTION
e II) Carlo St.	5/21/19	Completion Date

All medicines prescribed by physicians and dispensed by pharmacists shall be deemed properly labeled so long as no changes to the label have been made by the licensee, primary care giver or any ARCH/Expanded ARCH staff, and pills/medications are not removed from the original labeled container, other than for administration of medications. The storage shall be in a staff controlled work cabinet-counter apart from either resident's bathrooms or bedrooms. FINDINGS Resident #1 - Physician ordered "Tylenol 325mg 2 tabs PO q6 hours PRN for pain or fever, NTE 3Gms/24 hours," on 320/2019. Medication label stated "Acetaminophen 325mg tabs PO q6 hours scheduled & 2 tab PO q6 hours scheduled & 2 tab PO q6 hours pRN for pain or fever, NTE 3Gms/24 hours," on 320/2019. Medication label does not match. The medication labeling process will be reinforced by the DON during new hire nurse training and orientation administration" Policy Section V. (Medication I.abeling physician order the counter medications, ordering physician's name) which can be handwritten by the nurse. 1. All "over the Counter in the home should verify accuracy of the label anytime it is initially placed or changed. 3. When a new medication can be placed over the original label.		NODES (CIVITEMA)	I DAIN OF CONNECTION	Completion
USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT The medication labeling process will be reinforced by the DON during new hire nurse training and orientation (during the medication modules). Per "Medication Labeling - Over the Counter Medications? 1. All "over the counter" medications require a label (resident name, order date, instructions, ordering physician's name) which can be handwritten by the nurse. 2. The Nurse Partner in the home should verify accuracy of the label anytime it is initially placed or changed. 3. When a new medication order is obtained for "over the counter medications," a new handwritten label with the appropriate information can be placed over the original label.	\boxtimes	§11-100.1-15 Medications. (a) All medicines prescribed by physicians and dispensed by	PART 2	
PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? The medication labeling process will be reinforced by the DON during new hire nurse training and orientation (during the medication modules). Per "Medication Labeling - Over the Counter Medications): 1. All "over the counter" medications require a label (resident name, order date, instructions, ordering physician's name) which can be handwritten by the nurse. 2. The Nurse Partner in the home should verify accuracy of the label anytime it is initially placed or changed. 3. When a new medication order is obtained for "over the counter medications," a new handwritten label with the appropriate information can be placed over the original label.		pharmacists shall be deemed properly labeled so long as no changes to the label have been made by the licensee,	FUTURE PLAN	
The medication labeling process will be reinforced by the DON during new hire nurse training and orientation (during the medication modules). Per "Medication Administration" Policy Section V. (Medication Labeling - Over the Counter Medications): 1. All "over the counter" medications require a label (resident name, order date, instructions, ordering physician's name) which can be handwritten by the nurse. 2. The Nurse Partner in the home should verify accuracy of the label anytime it is initially placed or changed. 3. When a new medication order is obtained for "over the counter medications," a new handwritten label with the appropriate information can be placed over the original label.		primary care giver or any ARCH/Expanded ARCH staff, and pills/medications are not removed from the original labeled container, other than for administration of medications. The storage shall be in a staff controlled work cabinet-counter apart from either resident's bathrooms or bedrooms.	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	
Nurse Partner to confirm that over the counter		Resident #2 – Physician ordered "Tylenol 325mg 2 tabs PO q6 hours PRN for pain or fever, NTE 3Gms/24 hours," on 3/20/2019. Medication label stated "Acetaminophen 325mg tab, 2 tabs PO q6 hours scheduled & 2 tab PO q6 hours PRN for fever or pain. Max 3gms Tylenol/day." Physician order and medication label does not match.	The medication labeling process will be reinforced by the DON during new hire nurse training and orientation (during the medication modules). Per "Medication Administration" Policy Section V. (Medication Labeling - Over the Counter Medications): 1. All "over the counter" medications require a label (resident name, order date, instructions, ordering physician's name) which can be handwritten by the nurse. 2. The Nurse Partner in the home should verify accuracy of the label anytime it is initially placed or changed. 3. When a new medication order is obtained for "over the counter medications," a new handwritten label with the appropriate information can be placed over the original label. Nurse Partner to confirm that over the counter	5/21/19 and ongoing

	8/28/19. Resident #6 has since been transferred to another facility.	
	care physicians. Received completed forms for residents $#1(5/28/19)$, $#4(5/24/19)$, & $#8(5/28/19)$. Needed to refer to f	
8/28/19	Level of Care forms for residents #1, #4, #5, #6, & #8 faxed imediately on 5/21/19 to the resident's primary	FINDINGS Resident #1, #4, #5, #6, & #8 — No documented evidence of current annual level of care evaluation by a physician.
	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	examinations, pertinent immunizations, evaluations, progress notes, relevant laboratory reports, and a report of annual re-evaluation for tuberculosis;
	DID YOU CORRECT THE DEFICIENCY?	Annual physical examination and other periodic
-	PART 1	During residence, records shall include:
Completion Date	PLAN OF CORRECTION	RULES (CRITERIA)

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	Recording of resident's weight at least once a month, and more often when requested by a physician, APRN or responsible agency; FINDINGS Resident #4, #5, #7, & #8 – No monthly weight recorded for December 2018.	§11-100.1-17 <u>Records and reports.</u> (b)(7) During residence, records shall include:	RULES (CRITERIA)
	after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	PART 1	PLAN OF CORRECTION
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	The house nurse is responsible for ensuring that the monthly weights are delegated, completed, and documented.		
2	needs to be completed by the house staff (nurses and nurse aides) weekly, monthly, and PRN.		
5/21/19 and ongoing	Monthly weights for the residents have been changed from every 1st of the month to every 2nd of the month to avoid other monthly checks. MSC has a "Weekly and Monthly Tasks" schedule that outlines the tasks that		
	PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	FINDINGS Resident #4, #5, #7, & #8 – No monthly weight recorded for December 2018.	
	USE THIS SPACE TO EXPLAIN YOUR FUTURE	more often when requested by a physician, APRN or responsible agency;	
	FUTURE PLAN	Recording of resident's weight at least once a month, and	
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Completion Date	PLAN OF CORRECTION	RULES (CRITERIA)	
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	FINDINGS Resident #1 — White correction tape used on "Resident Face Sheet."	resident's record. Records shall be readily accessible and available to authorized department personnel for the purpose of determining compliance with the provisions of this chapter.	information to persons not otherwise authorized to receive it. Records shall be secured against loss, destruction, defacement, tampering, or use by unauthorized persons. There shall be written policies governing access to,	§11-100.1-17 <u>Records and reports. (g)</u> All information contained in the resident's record shall be confidential. Written consent of the resident, or resident's guardian or surrogate, shall be required for the release of	RULES (CRITERIA)
- 19 - 19		New facesheet prepared immediately on 5/21/19.	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	PART 1 DID YOU CORRECT THE DEFICIENCY?	PLAN OF CORRECTION
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	it. Records defacement, There shall I duplication resident's reavailable to of determini chapter. FINDINGS Resident #1 Sheet."	X §11-10 All information of the state of t	
	it. Records shall be secured against loss, destruction, defacement, tampering, or use by unauthorized persons. There shall be written policies governing access to, duplication of, and release of any information from the resident's record. Records shall be readily accessible and available to authorized department personnel for the purpose of determining compliance with the provisions of this chapter. FINDINGS Resident #1 — White correction tape used on "Resident Face Sheet."	§11-100.1-17 Records and reports. (g) All information contained in the resident's record shall be confidential. Written consent of the resident, or resident's guardian or surrogate, shall be required for the release of information to persons not otherwise authorized to receive	NODES (CMIEMA)
	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? Re-educated the staff not to use white correction tape on any medical/legal document. White correction tape to be removed from office supplies order form. Any current supplies in the care homes will be removed.	PART 2 <u>FUTURE PLAN</u>	I LAIN OF CONNECTION
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	documented inventory performed on January 2017.	Resident #5, #6, & #8 – No documented evidence of inventory of personal items on an ongoing basis. Last	FINDINGS Resident #1 — No documented evidence of inventory of personal items on an ongoing basis. Last documented inventory performed on April 2017	\$11-100.1-19 Resident accounts. (d) An accurate written accounting of resident's money and disbursements shall be kept on an ongoing basis, including receipts for expenditures, and a current inventory of	RULES (CRITERIA)
		House staff re-inventoried personal items starting from May 2019.	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	PART 1 DID YOU CORRECT THE DEFICIENCY?	PLAN OF CORRECTION
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Resident #1 – No documented evidence of inventory of personal items on an ongoing basis. Last documented inventory performed on April 2017. Resident #5, #6, & #8 – No documented evidence of inventory of personal items on an ongoing basis. Last documented inventory performed on January 2017.	An accurate written accounting of resident's money and disbursements shall be kept on an ongoing basis, including receipts for expenditures, and a current inventory of resident's possessions.	RULES (CRITERIA)
DONs to review the "Weekly and Monthly Tasks" schedule with the house nurses and the nurse aides. The schedule will be placed in a visible location (i.e. the fridge) for easy access (in addition to the red binder labeled "MSC General Information" where it is currently located). The house nurses to verify that the inventory has been completed by January 31st (per schedule).	PART 2 <u>FUTURE PLAN</u> USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN. WHAT WILL YOUR OF SENSING THAT	PLAN OF CORRECTION
5/21/19 and ongoing.		Completion Date

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			FINDINGS Broken glass in frame with fire escape plan in dining area.	§11-100.1-23 Physical environment. (h) The Type I ARCH shall maintain the entire facility and equipment in a safe and comfortable manner to minimize hazards to residents and care givers.	RULES (CRITERIA)
		Maintenance Request faxed immediately on 5/21/19 to fix the broken glass frame. Frame has been replaced.	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	PART 1 DID YOU CORRECT THE DEFICIENCY?	PLAN OF CORRECTION
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		FINDINGS Broken glass in frame with fire escape plan in dining area.	§11-100.1-23 Physical environment. (h) The Type I ARCH shall maintain the entire facility and equipment in a safe and comfortable manner to minimize hazards to residents and care givers.	RULES (CRITERIA)
	Re-educated the house staff to fax a Maintenance Request when broken fixtures are observed. House Supervisors are responsible for monitoring the house daily for any needed repairs.	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	PART 2 <u>FUTURE PLAN</u>	PLAN OF CORRECTION
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Resident #2 – No documen Registered Dietitian was ut assessment for resident on 4/24/19).	A registered dietitian shall be utilized to assist in the planning of menus, and provide nutritional assessment those residents identified to be at nutritional risk or on special diets. All consultations shall be documented;	§11-100.1-55 Nutrition and food sanitation. (1) In addition to the requirements in section 11-100 following shall apply to all Type II ARCHs:	RULES
FINDINGS Resident #2 — No documentation that the Consultant Registered Dietitian was utilized to provide nutritional assessment for resident on low potassium diet (ordered 4/24/19).	A registered dietitian shall be utilized to assist in the planning of menus, and provide nutritional assessments for those residents identified to be at nutritional risk or on special diets. All consultations shall be documented;	§11-100.1-55 Nutrition and food sanitation. (1) In addition to the requirements in section 11-100.1-13 the following shall apply to all Type II ARCHs:	RULES (CRITERIA)
Re-educated the house nurses to notify the DONs for any special diets ordered by the physician. The DONs will notify the Consultant Registered Dietician to provide nutritional assessment. DONs to monitor any dietary changes during visits to the houses (at least weekly) by checking the Resident Diet List and checking the chart to confirm that the resident was seen for current/new diet order by the Consultant Registered Dietician.	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	PART 2 FUTURE PLAN	PLAN OF CORRECTION
5/21/19 and ongoing.			Completion Date

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